Arkon Times

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SUPPORT SOLUTIONS

As we enter the 1990s the future of personal computing is a bright one. New product developments, increasingly more advanced networking configurations, and software that will dazzle even the most jaded computer enthusiast will take the 1990s by storm.

As these new developments begin to emerge, the demand for a stronger support-oriented industry increases. No longer does it suffice for most business managers to purchase equipment solely on price - support and service are increasingly key ingredients in any purchase of computer hardware and software.

"In 1990 there will be more value placed on services," says Mike Dionne, vice president of Apple US's Southwestern Operations in a recent article in Macintosh News. "It seems that the dealers...are really interested in providing service and adding value."

Adding value to any purchase has always been Arkon's credo. Your service and support don't end when you take your personal computer equipment home or back to your office.

Arkon has created a number of extremely powerful support options to keep you computing effortlessly and efficiently well into the next millenium.

"We have developed comprehensive programs to serve our customers effectively," says Auby Mandell, President & CEO of Arkon Electronics. "And these programs are only the tip of the iceberg - more new programs are to follow."

New Training Programs

Stephen Starkman is heading up our new inhouse and onsite training programs. Utilizing our recently revamped classroom facilities on the main level, Stephen will be conducting small classes on a variety of software packages for the Macintosh. As well, he's available for onsite training in your choice of Macintosh package. You may remember Stephen from his days on our main floor as part of the Arkon sales force.

The newest course offering is our Tips, Tricks and Techniques course, taught by Stephen Starkman and Jeff Shields. It's been garnering rave reviews from our enthusiastic course attendees.

Jeff is also heading up our ESP option package. ESP stands for Executive Support Package, a fully-featured online linkup between Arkon support staff and your personal computer, plus more value-added services to enhance your computer use.

Revamped Service Department

Our Service Department has also undergone a transformation: new counters, storage and enhanced room design have contributed towards a greatly improved work area for service staff.

Drop by Arkon today to speak with Stephen, Jeff or one of our helpful service technicians for additional information on all of our value-added support packages. And for previews of all of our support services, turn to our **Support Solutions Report** on pages 6 and 7 in this issue. ■

In This Issue:

President's Message	Page 2
Quickmail Update	Page 3
Commodore's PC40	Page 4
Claris' FileMaker II	Page 5
Support Solutions	Pgs 6-7
Dynatek's SCSI Adapter	Page 10
Ultimate Accessories!	Page 11

Over 5,000 Readers!

Apple's Rae Visits

Apple Canada President David Rae paid a visit to Arkon this month as part of his Cross-Canada tour of Apple dealerships.

Mr. Rae was given a complete tour of Arkon's Queen Street location. including our new Multimedia Centre, new Corporate offices, and our brand new classroom facilities on the main floor.

After completing the tour, Mr. Rae and his vice president of Sales, Peter Jones, discussed new reseller programs with members of Arkon's management team. ■

Publisher: Auby Mandell | **Editor: Lloyd Wasser**

Into the Nineties ...Together

From The President's Office ...
Auby Mandell

What's in the Cards?

Smaller! Faster! Better! - That's what we have been promised and so far it looks as if we will be getting more than we expected. The future of personal computing will be credit card-sized, with application software included for your desktop PC as well, allowing the two units to share and update data. Arkon will be evaluating this new technology and offering the units to you that we feel will perform and be supported in the manner you are all accustomed to. Several different styles of pocket units are now available at our Main Cash.

What else is in store? You will notice our new classroom on the main floor. It's located just past the mezzanine on the way to the service shop. We have also developed a comprehensive plan to offer you, our valued Arkon customer, the best in training on a structured basis - this is an adjunct to our past policy of offering training on an "as needed" basis. The more you know and learn about your Arkon-purchased computer system, the more efficient and beneficial our relationship will be over time. As a wise Buffalo clothier once said "An educated consumer is our best customer."

I mentioned the past before. Are you aware that Arkon is starting its second decade in 1990 at this location, as an Apple dealer and under today's management? I look forward to throwing a special party on our 20th Anniversary in 1999!

What else can we look forward to? More changes to the store to make it easier to view and try new hardware and software products, an on line POS system that will speed up the cash register delays as well as help keep inventory at an economic level, and the nessessity, I am afraid, of a beefed up security system to keep shoplifting to a minimum.

Welcome to the exciting 1990's. Happy Computing! ■

Our Goal: Keeping You Informed

The Editor's Desktop
Lloyd Wasser

This issue marks the beginning of an exciting new decade, the last one of the second millenium, and one that is sure to be full of landmark events in the personal computer revolution. And we hope to keep you informed of those technological changes as they occur.

We appreciate your support of the Arkon Times. As this issue, our tenth in two years, reaches you we will already be hard at work on our next issue, and our format and size continue to change and grow. We've expanded our stable of contributing writers and encourage contributions from other experienced writers in the field - if you're interested, please contact us for a copy of our Writer's Guidelines.

We also appeal to all computer hardware and software manufacturers to keep in touch with us so that we can pass on the latest and best in computer news and product release information to you, our readers.

We also encourage you to write us regarding improvements and changes to The Arkon Times. It's only with your help, encouragement and guidance that this publication can continue to grow. We want to be your *premiere* information source in the 1990s, just as Arkon has become your hardware/software source!

Thanks again for your support, and good reading! See you next issue! ■

Arkon Times

Volume 4, Number 1 - January, 1990

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Product Announcements:

The Arkon Times welcomes new products and product update information to pass on to our readers. Please address all such information to Lloyd Wasser, Editor.

Writing for The Arkon Times:

We are presently open to submissions from freelance writers. Please do not hesitate to send us your query letters, complete with published samples of your writing). Please do not send complete manuscripts. To save yourself time, send us a S.A.S.E. for a copy of our Writer's Guidelines. Please allow four to six weeks for all correspondence.

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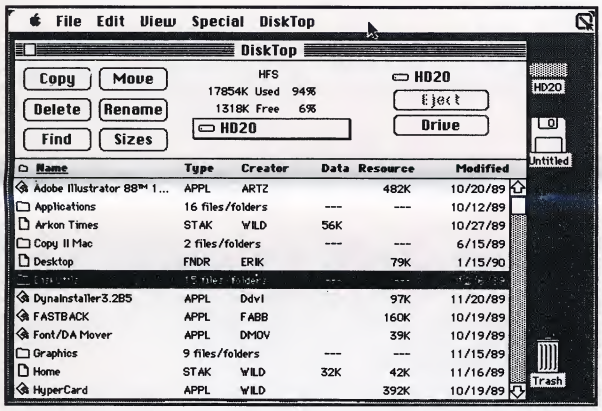
Authorized Dealer

CE Software's QuickMail

CE SOFTWARE

CE Software has been very busy lately. They've recently begun shipping upgrades to their popular software package Disktop, as well as their Quickmail PC package, and have also released some powerful utilities to accompany their flagship electronic mail package for the Macintosh, Quickmail.

Users of the **Mockpackage** bundle of accessories (MockWrite, MockTerminal, MockChart, MockPrinter, Aask and other utilities) will be familiar with the high quality of CE Software's products. Mockpackage, which was a shareware staple for years prior to its commercial release, has proven invaluable to Macintosh owners who require quick access to terminal, word processing or chart creation software via the DA menu while they're working in another program. But CE Software has proven that Mockpackage was no fluke; their subsequent software offerings have been consistent industry leader.



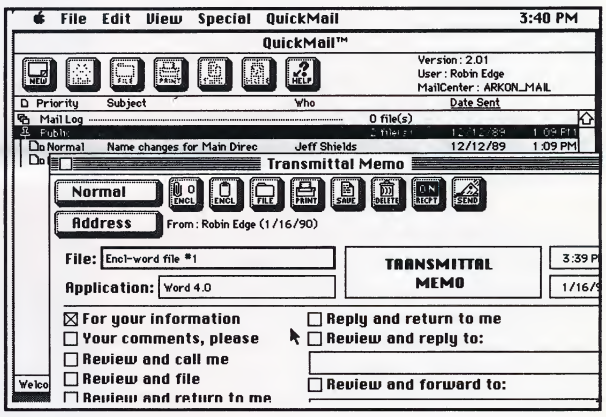
Quickmail is perhaps the most lauded CE Software package. It has brought the company a whole new marketplace - that of Macintosh Networking and Communications.

The latest version (2.01), offers some good enchancements to an already powerful package. The operating principle behind Quick-Mail is straight forward: Network users create messages for other users on their Macintoshes or PCs. Messages are stored on the network server, then sent out to users a they log on to the system. Since Quickmail is a DA-resident package it will beep you when a message has been received, and will provide you with help functions, form generation capabilities and other utilities right in the software. Accessing your messages is as simple as sending them -- just select the Quickmail DA to bring up yur messages while in any application.

Several enhancement modules allow total control over the messaging system. **QM Forms** allows users to design their own message screens (ie reports, phone pads "While You Were Out...") and more! **QM Remote**, another module, allows users to access the Quickmail server at the office from their homes or the road. There's even a PC package, **Quickmail PC**, which allows PCs on the network to send messages to Macs, or vice versa. We use a combination of Quickmail and Quickmail PC throughout Arkon to keep the lines of communication flowing smoothly.

All off these packages and modules provide the Quickmail environment with remarkable flexibility and.... ease of use! Setup is rarely more than half an hour for the server and five minutes for each Macintosh or PC on the system.

CE Software has recently announced several other Quickmail productivity package called Quickmail Network Utilities, which includes **NameServer** (providing network user search and find capabilities), **QM XCMDs** (full sets of external Quickmail command links to HyperCard, Wingz, Omnis, and many other software packages), **QM Menu** (which appends a mail menu to the menu bar of any application, allowing fast "Send Mail" and "Open Mail" commands to be accessed), and **QM Graphics** (allowing users to copy all or part of a paint document and turn it into a QuickMail message form).



If it's across the room, across the city or even across the world, Quickmail can now handle the most complicated e-mail job. with relative ease.

For additional information about Quickmail, please contact our Systems Support Consultant, Jeff Shields, at 593-6502. He will be happy to assist you in determining your E-mail and networking needs through the creation of a Needs Analysis. ■

NEED ASSISTANCE?

Arkon prides itself on its employees, all of whom are specialists in their fields, as well as knowledgeable about our entire product line. When seeking assistance with your next computer purchase, speak to **Sam Swartz, Sales Manager**, or one of our terrific staff:

LEE	**Telecom, DTP**
MICHAEL	**Graphics, Macintosh**
SEBASTIAN	**Amiga, CAD/CAM**
JAY	**Macintosh DTP**
JOHN	**Mac/Apple II, DTP**
JEFF SHIELDS	**Network/Communic.**
MARTIN	**Multimedia, Mac**
CARL	**Multimedia, Mac & IBM Networking**
IAN	**Amiga, Graphics**
ANTHONY	**MD-DOS Specialist**

Commodore's Powerful PCs

commodore

Most computer owners are aware of the excellent reputation that Commodore Business Machines has in the industry for producing popular (and powerful) home/game computer systems like the Amiga 500, the Vic 20 and the Commodore 64. The fame these machines have garnered worldwide has helped establish Commodore as a major computer vendor, with the company's traditional strengths lying in that area.

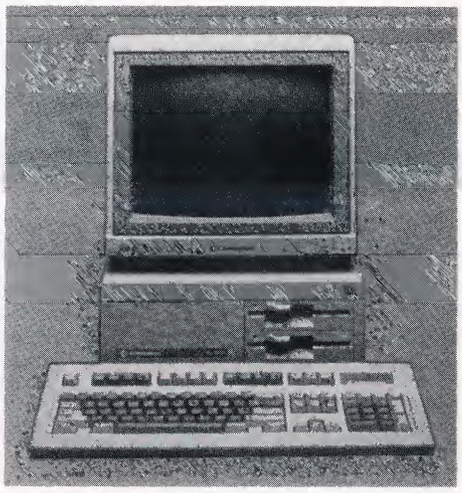
How many of us haven't at one time or another owned a Commodore Vic-20 or Commodore 64? And the Amiga is now one of the most popular microcomputers around, with its startling graphics, brilliant pallete of colours and stable of business, educational and game software.

But what most of us don't realize is that Commodore is also a major manufacturer of PC-compatible microcomputers. They first released a PC product in 1985, and are now the second-largest manufacturer of MS-DOS machines in Canada, with more than 11% market share. Their PC line now includes XT, AT and 386-based technology that rivals any other vendor on the market.

Commodore realized back in 1985 that single-user MS-DOS systems were dominating the Canadian marketplace and decided at that time to get involved in a big way. Their targets were the business and professional markets,where unit shipments of PCs from all vendors to this segment of the marketplace have been climbing steadily since the mid-1980s. Their goal: to provide users with a cost-effective, powerful, reliable family of MS-DOS compatible machines. Their commitment to superior quality at the best price was evident in their first release, and subsequent additions to their PC family.

The present models available include the PC-10-III, 20-III, 30-III, 40-III. Each model offers an excellent combination of price/performance features for a wide varity of needs. The PC-10-III, for example, comes complete with dual 360k floppy drives, 640k RAM, a multispeed processor for standard, turbo, and double speeds, an Auto Configuration BIOS, Colour Graphics Adapter, Monochrome Display Adapter and parallel/serial ports. All in a very small footprint to allow you the use of your desktop.

The PC-10-III is 99.9% PC-compatible, and will run a wide variety of PC applications without reconfiguration. We have never come across a PC application that is not compatible with the Commodore PC family. And all Commodore PCs come complete with a full 1 year parts and labour warranty on all hardware. Commodore Authorized service centres are fully equipped to handle the most complex PC repair problem.



The newest member of the Commodore PC family is the powerful PC 40-III, a 80286-based system that comes complete with 1 megabyte of RAM, one 1.2 MB 5.25" floppy diskette drive, and the option of either a 40 MB or 100 MB internal hard drive. VGA Graphics capabilities are build into the main board, and four full length AT and 1 XT expansion slots are available for your use. There's also a built-in clock/calendar with battery backup and externally accessible dip switches for greater flexibility, and 1 serial and 2 parallel ports are standard equipment.

The PC40-III runs at a lightning fast 12 MHZ (software switchable to 8 & 6 MHz for specific applications) and there's even a socket for a 80287 math co-processor for even greater computational speed and accuracy. The PC40-III comes complete with a 101 key enhanced style keyboard that is guaranteed to satisfy the most demanding typist, and a security lock is also standard equipment; keeping your data under lock and key is almost essential these days.

If the PC40-III is an example of the quality of computer system that Commodore is presently manufacturing we can only anticipate better things in the near future. As one of Canada's leading PC vendors they are on the cutting edge of well-designed, fully featured equipment.

Arkon is pleased to be an Authorized Commodore PC dealer. Drop in today and check out our complete Commodore PC line, including the powerful PC40-III. We promise that you won't be disappointed. ■

Macintosh Software Upgrades

Here are some new software updates we've been notified of since our last issue. Please contact the developer to receive information on the correct upgrade path you can take. And remember: registering your software allows the developer to reach you when a new upgrade is imminent, and can save you money !

Microsoft Excel	**2.2**
Gofer	**2.0**
HardDisk Partition	**3.0**
Hyper DA	**1.2**
Mac Atlas	**2.0**
Macintosh Pascal	**3.0**
MapMaker	**4.0**
MacWrite II	**1.1**
Smalltalk/V	**1.1**
SuperMOM	**2.1**
QuickPie	**2.0**
Think C	**4.0**

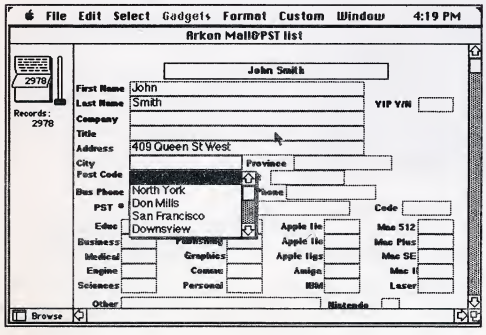
FileMaker II A Database Pro

CLARIS

When computer industry historians look back some day and reflect on the impact the Macintosh personal computer has made on 20th Century life, they'll have to examine both the impact of the machine itself and the software that helped make the Mac such a powerful, user-friendly desktop tool. And any concise list of software that will be compiled by these historians will no doubt include the ever-popular Filemaker database management package.

Filemaker was really the first truly useful Macintosh database choice, from its evolution in the minds of its developers at Nashoba Systems (its first parents). They took it from humble beginnings as a rudimentary, but easy to use, flat file manager, taught it to walk in its upgraded form as Filemaker Plus and then, just as it reached adulthood (and the business market) as Filemaker 4 (with some remarkable features not present in earlier version) handed it over to its new adopted parents Claris International. Claris made Filemaker a valuable member of their stable of popular Macintosh products like MacWrite, MacPaint and MacDraw.

Since welcoming FileMaker 4 to the fold, Claris has renamed the product FileMaker II, to bring it in line with the MacWrite, the upgraded MacDraw II and the powerful new MacProject II. FileMaker has finally found a home where it has been marketed and promoted effectively, ensuring world-wise penetration into both business and home markets, to keep track of everything from expense reports, invoices and payroll cheques to home inventory, record collections and baseball statistics. Because of its ease of use, FileMaker II has had no problem becoming one of the top selling flat file databases in Macintosh history.



FileMaker II is simple to use for all its power. It's the database of choice for managers and professionals who require top-quality forms, reports and information - quickly and easily. Repetitive tasks can be simplified, individual databases can be linked together quickly and effortlessly (taking it beyond the abilities of most flat-file databases), and information can even be shared simultaneously over a network.

Database creation and design is easy and quick to learn - Claris even provides a ten minute lesson in database creation that guarantees your ability to have a mini database up and running after that time period. We had no trouble constructing a name and address database within the ten minute period after following the easy to read manual's advice. Free form design of the database allows text, numeric calculations and graphics to be integrated into one database screen, and the user can create as many screens as he or she wishes - some designed solely for reports, others useful for printing mailing labels, and additional screens for letters and other correspondence.

Multiple fonts, in a large selection of sizes, styles and alignments, can be easily chosen, and the number of fields and records are only restricted by the disk space provided, allowing users of hard drives a significant amount of space for major databases. We found that a 3,000 record file with ten screens of information and more than thirty fields only took up 1.4 megabytes of storage space on our hard drive - not a huge amount considering the enormous hard drives presently being offered in the Macintosh marketplace. This also means that anyone using a 20 megabyte hard disk, or just 2 floppies if that was all they had at their disposal, would still be able to use FileMaker II effectively. However, 1 megabyte of RAM and a Macintosh Plus are the minimum requirements for using this powerful software, and we do stress the importance of using at least a 20 megabyte hard disk with FileMaker II for optimimum performance. As with all recent Macintosh software packages the more RAM and the more storage you have the better the performance of the product.

Continued on page 10...

AppleWorks GS Upgraded

Claris corporation has announced a new version of Appleworks GS. The new version incorporates major speed enhancements and compatibility with the latest IIgs and system 5.02.

Claris CEO Bill Campbell recently proclaimed: "This new version of Appleworks GS demonstrates Claris' continued commitment to our customers. With Appleworks GS 1.1 we've not only addressed the performance and compatibility issues that our customers have asked for, but we've also added many features to make it a more robust, fully featured product."

Changes to Appleworks GS include speed enhancements, compatability with System 5.02 and the new IIgs system (5.02), enhanced printing controls, and enhanced spell checking.

Speed enhancements mean that booting off the floppy disk now takes only about 60 seconds to launch. Loading a module now takes 8 seconds. Overall operations in all modules are approximately eight to ten times faster than older versions of Appleworks GS.

This new version takes advantage of all file handling improvements in the new system, and supports Appleshare™ , printing international and extended characters offered by system 5.02, the new graphical control panel desk accessory, and scrollable menus for fonts and desk accessories. As well, this new version fully supports the new "Rom 3" , 1 meg IIgs. That will be welcome news for many IIgs users.

This upgrade also benefits from some futher terrific changes, including: a memory utility to test a ram card before running the program, a data base utility to convert previous versions of database files for use with Appleworks GS 1.1, special palettes that improve the quality of colour graphics, and "Begins" and "Ends" functions have been added to the database and spreadsheet modules. ■

NEXT ISSUE:
More Apple II & IIGS Reviews

E.S.P. -The Ultimate Support Link

Arkon presents our revolutionary ESP program, dedicated to supporting and serving customers using the latest in Macintosh technology. ESP stands for Executive Support Package, and it's a monthly service contract like no other!

ESP utilizes high speed (9600 baud) modems and sophisticated communications software like Timbuktu Remote to join users online during those times when you need guidance and support. Are you having trouble with a piece of software? Is the operating system driving you crazy? Can't seem to figure out that complicated series of commands to print out your document? Just link up to us with ESP and let our qualified support staff take control of your computer through the magic of Macintosh telecommunications.

It's almost like we're right there in the office with you - Whenever you need us! ESP has been designed to help you and your staff through those "troubled times". It's "hands-on" training with one very important difference - there's no need to wait for our support staff to arrive at your location because they're as close as your telephone!

Also included with your ESP support package is regular hard drive/CPU maintenance and consultation - we will examine your hard drives for viruses, bad media and fragmentation on a regular basis. It's like having your own inhouse expert. The only requirement is attendence at one of Arkon's Tips, Tricks and Techniques courses prior to the start of your ESP contract. Tips, Tricks and Techniques is included in your ESP contract price, and assures us and you that we're all working on a solid footing prior to the start of the online linkups.

Jeff Shields is the System Support staff person in charge of this important new program. He has developed an efficient, cost-effective support package for you that will save your staff and your company time, money and frustration.

"ESP is the best way to keep yourself and your staff working efficiently," says Jeff. His highspeed modem linkup will convince you of that the first time you connect. No down time, no waiting, no frustration.

Jeff is also available assist you in determining your best hardware and software choices - he can prepare a Needs Analysis for your firm. An onsite visit - coupled with interviews with your staff - will allow him to provide you with a written analysis and a hardware/software recommendation report that is specific to your business. Strategies for future plans and growth will also be discussed. The cost for this service is a low $85.00 per hour, and will be credited towards any purchased hardware or software on a pro-rated basis. Give Jeff Shields a call today for additional information, and to arrange for either a Needs Analysis or our exciting ESP programs.

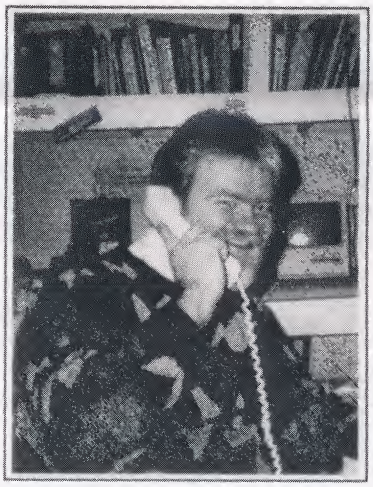
System Support, Jeff Shields

Let Arkon provide you with the very best in support during the 90s! ■

Service With A Smile!

Service with a smile. That's what Arkon's famous service shop has always been known for. Add in an occasional aside, a joke or two, and the very best in service and hardware/software support and you have a service department with a top-notch reputation and the friendliest staff in town!

Tommy De Medeieros, Dave Lobo, Chun Tam, Tom Pomes,and Service Adminstrator Ernie Reimer are dedicated to providing the very best in service for your Apple II, Apple III, Lisa, Macintosh, printer and PC.



Service Adminstrator, Ernie Reimer

You've probably heard horror stories (or, worse yet, experienced a nightmarish repair scenario yourself) from coworkers about the eons it often takes for computer equipment to return from the nether regions of repairland. At Arkon we pride ourselves on fast turnaround time and competent service. Maximum turnaround time on most items is 1 to 2 days, with a minimum 1/2 hour charge of $36.00, and a per hour repair charge of $72.00.

We're available to answer your questions as well as repair your equipment, and can provide you with an estimate prior to beginning the repair work. All repairs are completed using only authorized service stock. Arkon is a fully authorized service shop for equipment manufactured by Apple, GCC, Olympia and many others.

Drop in or call our service department today for additional information, or to bring in your equipment. It's service with a smile that you can trust to do the right job the first time! ■

Arkon's New Training Program

Arkon's New Training Programs

We take great pleasure in introducing our new training programs, designed with you in mind, in our continuing effort to provide the best in service, support and training. With the help of our training programs you can now work with more complex applications with ease. We'll help you lower the learning curve and get you working productively in no time.

Solutions Training

Solutions training integrates all your various training needs. For example, a graphics artist who needs to produce and assemble camera ready artwork will typically utilize different hardware and software packages throughout the production cycle.

As well as providing instruction on individual hardware and software packages, Solutions Training focuses on how to integrate all of these tools in order to reach the final goal. Each training session is highly personalized to reflect your needs. Course content is determined either by a short consultation, or as a result of a Needs Analysis.

Solutions training will consist of at least two half-day sessions, and will insure plenty of hands-on time for each attendee.

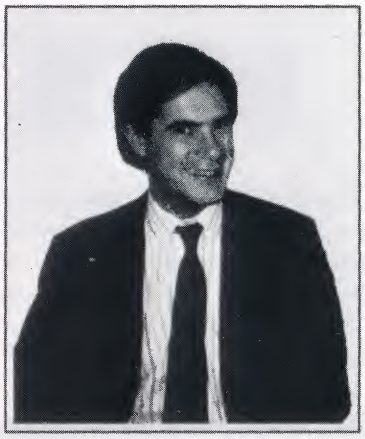
Application Specific Courses

These programs will cover the use of individual software applications, such as **Microsoft Word**, **PageMaker**, etc. Designed to get you "up and running" as quickly as possible, these programs are available in either a one session or multiple session format. Class enrollment will be limited to assure you the upmost in personalized attention. Both introductory and advanced levels are offered.

Macintosh Tips, Tricks & Techniques

Designed for everyone from the greenest beginner to the most seasoned Macintosh enthusiast, **Tips, Tricks & Techniques** is a hands-on course that teaches you the underlying concept of the Macintosh Desktop metaphor – concepts that apply to virtually every Macintosh application.

Tips, Tricks and Techniques will prove invaluable to every Macintosh user. Disk management strategies, computer safety, and tips on how to maximize your efficiency with the Macintosh are presented. We also discuss trouble shooting and how to gather information when faced with a problem, so that our technical support staff can help you out in a jam.



Training Coordinator, Stephen Starkman

Our Tips, Tricks and Technqiues course has already begun, and the response has been very positive! Space is still available throughout February and March.

These three hour courses are available in two formats, one for new users, and another geared towards more experienced users.

Call Stephen Starkman or any of our salespeople today for further information on how you can get started on any of our useful,productivity-enhancing courses. ■

☐ Yes! Please send me additional information on Arkon Electronics, as well as the areas of interest I have checked off below:

☐ Please begin my FREE subscription to The Arkon Times, commencing with your next issue. I want to know more!

☐ Please send me additional information on the following topics:

☐ Claris™ Filemaker II, and other Claris products
☐ Arkon's ESP (Executive Support Package) Service
☐ Arkon's Training Programs (Tips, Tricks, Techniques, etc)
☐ The complete Apple Macintosh™ family of personal computers
☐ The complete Commodore Amiga™ family of personal computers
☐ Paco computer accessories (Printer stands, covers, etc)
☐ Gravis family of Joysticks
☐ Dynatek's PC Drives
☐ CE Software products
☐ Laptop Accessories for your portable computer
☐ Tele-Art Pocket Memory and/or Electrodex
☐ The LASER Apple IIC/IIE Compatible

Name: Position:
Company Name:
Address: Suite #:
City: Province: Postal:
Occupation: Type of computer system you presently own:

The Art of the Joystick

Computer Shopper magazine called it "a rose among the thorns" and computer game enthusiasts agree - the Advanced Gravis MK VI Analog Controller is the joystick of choice when you require a reliable controlling device.

Today's computer joysticks vary in price and most importantly in performance - with Gravis leading the pack as a top-rated product in the retail marketplace.

Using top of the line components, and offering one of the only long-term warranties in the joystick marketplace (1 year, parts and labour) this Canadian-manufactured wonder is a big seller everywhere.

But what makes one joystick stand out above the rest? And what features does the Gravis offer that other joysticks can't?

The Gravis offers users a wealth of features other joystick manufacturers can only fantasize about; features like its fullsized, foam-padded pistol grip handle with built-in fire button, adjustable handle tension with up to eight different settings (self-centering to free-floating) and a true 360 degree patented flat gimbal system that gives the joystick a stable and responsive feel.

One of best features of the Gravis MK IV is its ability to allow independent rotary selection of the three microswitch fire buttons on the unit — each ultra-fast fire button has a positive "click and feel" to it that lets you know when your strafing run in screen four is successful!

The Gravis is constructed from high-quality materials and comes complete with an extra-long 6-foot cable for greater flexibility and comfort during those extra-strenuous shoot-em-ups with the Alien Invaders.

When it comes to joysticks for your personal computer the Gravis is the best of choices to make - fast, reliable and durable, it will outlast any other joystick on the market, and it comes with one of the best joystick warranties inthe business. Check it out today at Arkon! ■

TURBO GRAFX

Japan's number one video game machine has finally arrived at Arkon Electronics! The fabulous NEC Turbo Grafx 16 is now available as part of our exciting selection of entertainment products, which includes the full Nintendo line of software, hardware and accessories.

Known as the "higher energy video game system," TG16 brings the power and startling realism, that only 16-bit graphics can generate, to your home. You'll see your TV screen come alive in 512 colours and hear the action, too, thanks to TG16's 6 separate sound generators.

In addition to the game system (which comes complete with the Main Game Unit, 1 TurboPad, and Keith Courage Game Card) Arkon is carrying a terrific selection of Turbo Grafx 16 game cards, including Galaga 90, R-Type, Dungeon Explorer and Fighting Street. And there are more on the way...

Drop in to Arkon today and try out Turbo Grafx 16 for yourself on our arcade-style demonstration kiosk. Then, take home the power and the energy and hook it all up to your TV for turbo-powered excitement!

Arkon Electronics Limited
409 Queen Street West
Toronto, Ontario
M5V 2A5

INFORMATION REQUEST

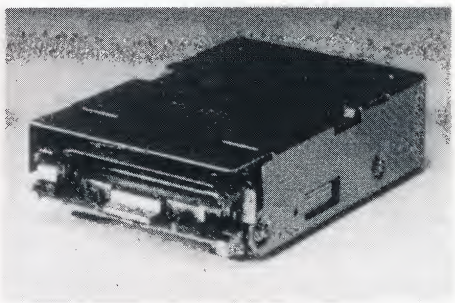
Upgrade Path For Your Floppy

Arkon has a limited supply of Apple Macintosh FDHD internal Superdrives in stock to upgrade your Macintosh SE, II, or IIX. These versatile Superdrives provide 1.44 megabytes of storage convenience for your Macintosh personal computer.

The FDHD Superdrive will read and write to any high density 3.5" floppy diskette, and is compatible with MS-DOS, OS/2, and Apple II PRODOS diskettes as well as 800k and 1.44 Mb Macintosh diskettes.

Adding the necessary drive is as easy as dropping by the Arkon Service Department. The 1st FDHD drive installed in your Macintosh CPU (a FDHD ROM upgrade is required prior to installation of the drive) can be purchased for $795.00, installation included. A subsequent 2nd drive installed in the same unit can be purchased for only $350.00.

Drop by or call Arkon Service today at 593-6502 for additional information. ■



The Apple FD**HD** SuperDrive

TELECOM: A Modern Hero

At first glance Clifford Stoll appears to be the most unlikely hero you're ever bound to encounter: Long, bedraggled hair, rumpled jeans and a mischievous grin conceal the brilliant, analytical mind that spent almost two years systematically tracing the movements of a computer spy who infiltrated a maze of international computer networks, then allegedly sold his highly-classified printouts to KGB agents in East Germany with the assistance of a clandestine network of fellow computer hackers .

Clifford was in town recently for a whirlwind promotional tour for The Cuckoo's Egg, a nonfiction account of his experiences tracking the "Hanover Hacker". When interviewed he was still reeling from jetlag, and from the San Francisco earthquake of several days earlier; a situation that found him assisting in the rescue of fellow motorists from the twisted wreckage of the Bay Bridge when sections of the structure's top span collapsed onto its lower roadway.

But even an earthquake as severe as the one that shook San Francisco doesn't dominate the conversation; Clifford Stoll is on a crusade to educate computer users to the dangers facing us from dishonest hackers.

"Things have changed," he reports, unhappily. "Going in and looking around at someone else's database is no longer cool. At the very least you're spreading paranoia. These people, if they're afraid, will no longer link their computers to anyone else."

To Clifford, computer networks are important links between intellectual communities, the true "global village" that Marshall McLuhan predicted. He now fears that our global computer community is in grave danger of being contaminated by fear and mistrust bred by hackers like Markus Hess and his compatriots.

"This guy was trading information with others, but mostly listening," said Cliffor. "Before I detected him he'd been operating for six months, a year. And systematically breaking into computers."

Clifford spoke of hackers attempts at "poisoning the communal well", the same well that Robert Morris, a Cornell University student, dipped into when he wrote a destructive computer virus last year that infected more than 2000 computers in less than fifteen hours.

The computers were tied to a complex research network known as the Arpanet, which links up over fifty thousand such systems. Clifford assisted with the disinfection process and estimates that it took them two days to remove the virus from each of the infected systems.

Although he dislikes the whole philosophy of security and the bureaucracy it brings with it, Clifford understands the validity of this necessary evil.

"Imagine if there was a library full of books but no one would go into the library to read them," he envisioned. "They wouldn't go in because if they did they were afraid they'd get a bad idea and that idea would poison their brains. That's what this situation is doing to us." ■

This interview was conducted by Lee Armet & Lloyd Wasser, and originally appeared in the December 1989 issue of Toronto Computes.

Dynatek's SCSI Host Adapter

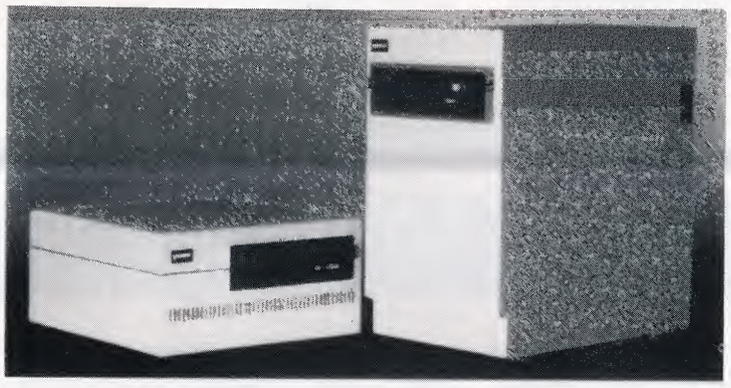
Dynatek Automation Systems of Toronto has been slowly building up a good reputation in the Macintosh community with the manufacture and distribution of its line of removable media drives for the Macintosh personal computer. The Dynateck RMD-45, in particular, has garnered much praise for its well-written software drivers, compatibility, pricing, and support/replacement policy. This SyQuest-mechanism drive is new being made available to the PC community at large through the addition of a D100 or D200 SCSI Host Adapter units and software.

The D100 & D200 SCSI Host Adapters are standardized SCSI interfaces that will provide high performance control of any SCSI device, but, most importantly, will allow PC users access to the power, cost-effectiveness and flexibility of the Dynatek to seen hard drives (optical, removable or standard) per SCSI Host Adapter.

Key features of the SCSI Adapter include internal and external connectors for SCSI devices that are mounted inside and outside the computer; this will allow you to install your favorite SCSI hard drive right inside your XT, AT or PS/2, keeping your work area uncluttered and trouble-free.

Another important hardware feature is the SCSI Adapters' ability to support data transfer on DMA channel 1 or 3, as well as support for PC/XT/AT-type and 80386 computer systems. The SCSI Adapter also allows card addressing by jumper and switch selection for compatibility with any combination of hardware.

Of course, the SCSI Adapter's hardware features would be superfluous without the well-designed software that comes with the unit. This includes such features as simple to complete hard disk installation and configuration, including automatic adjustment of your AUTOEXEC.BAT and CONFIG.SYS files; use of ANY System memory (conventional, extended or LIM-EMS expanded) to cache data from any SCSI device to increase performance; and remarkable spanning capability, which allows users to treat two or more SCSI devices (either fixed or removable media) as a single large device. These features make the software portion of the SCSI Adapter a remarkably powerful product.



Dynatek's powerful hardware solutions

Other software advantages include some unique formatting routines which will allow users to identify all devices connected to the CPU, then allow for the partitioning, bootup, settings and verifications of any of those devices; Even more impressive is the single INSTALL menu allows users to easily call SCSI devices media format routines, set caching and spanning selections, and test the SCSI interface and devices.

The D100 and D200 SCSI Host Adapters are among the most flexible such devices presently available.

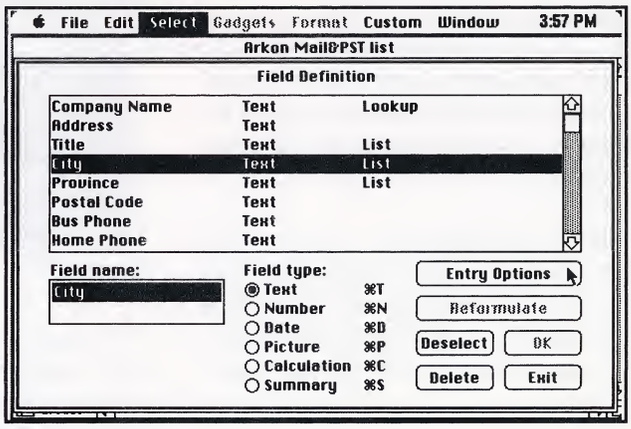
Drop in to Arkon today and talk to Carl Ruzycki or any of our salespeople about these remarkable productivity tools. Arkon is an Authorized Dynatek dealer, and can provide you with a complete demonstration of the family of Dynatek hard drive products for your Macintosh or PC-compatible. ■

FileMaker II: Database Pro

(Continued from Page 5)

FileMaker II also offers automatic indexing of every word, number, date and calculation in your database, easy to use scripts for repetitive work, searches by range, exact match and many other criteria, the ability to open up to 16 files at one time, file recovery utilities built into the software, automatic word wrap in text fields, automatic entry of dates, information and values, flexible import and export options to word processors and other databases, and multiuser network data sharing.

We've barely touched on the number of powerful features FileMaker II has to offer - drop in to Arkon today for a complete demonstration of this powerful database tool; a salesperson would be pleased to demonstrate the many features of this unique package. FileMaker II will help you become more productive in no time! ■

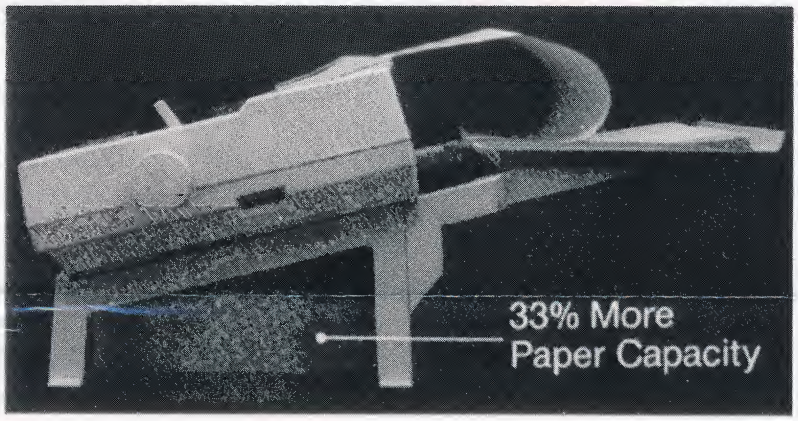


Ultimate Accessories

When you first begin to research a computer purchase, what are you most concerned about? Type of monitor? The number of dots per inch the printer offers? The amount of hard disk storage the internal hard drive can provide?

If you're like most people then the above questions probably occupy your thoughts throughout the computer research and purchase period. It's only when you arrive back at the office or walk through the front door of your home, the back of the stationwagon crammed to the roof rack with computer hardware cartons, that you even begin to consider the most important (and essential) purchases of all — computer accessories!

Where would you be without the stand that keeps your printer paper from jamming? Or the disk box that carefully stores and catalogues your valuable data diskettes so you know exactly where to find them next time you search for them? And what about that electronic surge protector that provides important system security to your computer when lightening strikes the hydro wires outside your home, or the guy next door decides to rev up his snowblower while you're puffing over that important report for the office?



Accessories are the backbone of any good computer system setup - and the right accessories can either assist in streamlining your operation, or (worst of all) grind it to a halt. That's where Arkon and Paco come in. Together they can provide you with the very best in computer accessories, at very affordable prices. Paco is the distributor of top of the line accessories for your home or business, including the SRW Printer Stand and Disk Holder Box line, the Paco Printer Partner wire printer stand line, and the Eagle electronic surge protector, plus many other useful accessories.

The Paco printer stand lineup is possibly their most successful Arkon product; many Arkon customers have taken advantage of the reliable years of service these stands provide. The SRW Printer Stand is composed of a locking beam structure that is adjustable to many different sizes of printers. Each piece of the stand locks into place without tools or screws, allowing for quick and easy assembly. Paper is fed up from the tilted stand and into the printer, then fed out the back of the printer onto a second stand. The SRW stand's rubber feet prevent damage to your desktop, and the adjustable one-piece paper tray fits all sizes of paper.

Paco's other printer stand, the Printer Partner series of stands, comes in a variety of sizes, ranging from 12" all the way up to 21". These reliable no-frill stands are made of heavy-duty vinyl-coated steel with rubber feet for years of trouble free service to your printer. The trays are tilted just like the SRW series, allowing a box of fanfold computer paper to be stored underneath. And paper-catching trays can be purchased separately to hold printer output.

Besides printer stands, Paco also distributes another fine SRW product called the Disk File. These diskette holders are available for both 5.25" and 3.5" diskettes. The former holds up to 60 diskettes, with the latter accomodating up to 50 diskettes. Five removable dividers are included for easy organization and segregation of your diskettes, and a carrying handle is built in for easy transportation! Both diskette files offer non-skid rubber feet for trouble free installation on your desktop.

Perhaps the most serious of all computer problems is a loss of data. Usually this loss occurs when power to your computer is shut off - through electrical misadventure (lightning striking in the area) or interference (powerful electrical equipment on your circuit disrupting the current). The best cure for these problems is a surge protector. Paco offers the Eagle line of surge protectors for protection against momentary electrical surges and spikes, and while they can't guarantee no loss of data they are a deterent to damage to your hard drive or CPU due to electrical problems.

Installation of the Eagle surge protector is easy - just plug it into the wall like you would any other plug. The plug your computer into the socket provided on the surge protector. A red light will come on to indicate that the Eagle surge protector is working 24 hours per day to protect your valuable equipment! It's designed to "clamp" erratic voltage surges to a safe level, making them less likely to damage your computer or components. The perfect addition to your home or office system - and one you can't afford to be without!

Paco also offers a variety of other useful accessories you can find at Arkon Electronics, including woodgrain Keyboard Drawers and a variety of useful Monitor Stands, as well as disk drive cleaners and many other vital accessories.

Drop in today and see our full line of Paco-distributed products, and take home some of these useful accessories to enhance your system! ■

Apple II Software Updates Galore!

SYSTEM SWITCH V1.0

System Switch is a short utility that allows you to have both System 4.0 and System 5.0 on the same hard drive and to switch between the two systems quickly and easily. Since some programs will not run under System 5.0 and it may take another year or so till they get updated, this program will keep you from having to run them from floppies. It does this simply by doing some file renaming on the fly and then doing a cold reboot. The Shareware will be available on the Arkon BBS for those who require this utility.

SYSTEM 5.0 UPDATE TO 5.02

System 5.0 has been updated to version 5.02. The update fixes the bugs experienced in 5.0, the major bug being in the Basic System file. People currently using 5.0 should be upgrading their disk to the new system 5.02. This update is available at Arkon for $50.00, which includes manuals.

COPY II+ UPDATED TO 9.0

Copy II+ has now been update to version 9.0. CopyII+ is a utility program for the Apple II machines having a minimun ram of 64K. The program allows users to copy disks, lock files, copy disks, catalog disks, etc., and allows a user to make back-ups of copy protected disks. The major changes done to the program are as follows:

- the program now supports the mouse
- the program now has a built in program launcher, for launching other programs.
- Updated parameter files
- "Compare Files" feature has been added to this upgrade..

Talk to a salesperson for further information.

REMEMBER . . .

Arkon's **Weekly Specials** brochure is chock full of the latest and best in software savings!

Drop in to Arkon today to receive your copy... and save!

Our Readers Write...

Dear Editor:
I enjoy reading the Arkon Times from time to time; it is a way to stay informed about personal computing in Canada.
I read with interest the article in Vol. 3 No. 3 about Claris MacWrite II. The author may have fallen into the same trap that I did in believing that MacWrite II is an enhancement of the original MacWrite. My admittedly limited experience suggests that MacWrite is better described as an all-new program than as an enhancement or an upgrade. It is definitely not a replacement for MacWrite in the sense that MacWrite II translates (the article uses the word "convert") MacWrite files and does not always do a perfect translation. Contact with Claris Support brought the surprising admission that in some respects, MacWrite and MacWrite II are incompatible. One cannot expect MacWrite II to open and print older MacWrite files without error. I do not take issue with any other issue in the article, but I do feel that prospective users of MacWrite II should be warned that their older documents (those created in MacWrite) will need to be checked carefully before printing. Alternatively, don't throw out your old copy of MacWrite; keep it to print your MacWrite documents.

Harold M. Merklinger
Dartmouth, Nova Scotia

Thanks for the comments regarding translation problems. MacWrite II was tested heavily with many different types of documents from a variety of other word processors during the research for the article; in only a few cases were there even slight problems with translation. However, you must not be the only user encountering these problems as Claris has released a variety of translation filters to correct the problem. Check with Claris for further information - L.W.

WRITE ON!

We'd love to hear from you. If you have any questions regarding software or hardware, or just want to express your comments on Arkon, the Arkon Times or computing in general, please write to us at:

The Arkon Times
Arkon Electronics Limited
409 Queen Street West
Toronto, Ontario
M5V 2A5

You can also fax us your comments by calling 593-4711, or leave a message for Lloyd Wasser on Compuserve (ID # 71131,2674) , GEnie (ID # L.Wasser1) or on the Arkon BBS by calling 416-593-7460.

We look forward to hearing from you!